

2ND ANNUAL
SERVICE AND EXCELLENCE
Celebration

27 APRIL 2016
North Campus Research Complex



UNIVERSITY OF MICHIGAN
DEPARTMENT OF INTERNAL MEDICINE

Welcome

The Service and Excellence Celebration recognizes the many contributions and achievements staff have made to the Department of Internal Medicine, and the milestone anniversaries of our faculty and staff. On behalf of the Department's leadership team, we thank you for your continued contributions, commitment, and dedication. We are humbled to work alongside so many talented and compassionate individuals and hope this celebration reflects our gratitude.

Thank you for attending.



John M. Carethers, MD
John G. Searle Professor of Internal Medicine and
Chair, Department of Internal Medicine



Musty Habhab
Chief Administrator Officer, Department of Internal Medicine

Staff Award for Excellence

The Department of Internal Medicine Staff Award for Excellence honors a staff member's outstanding performance in administrative/teaching, research, or clinical support activities. It gives thanks to individuals who regularly provide service that is above and beyond expectations. These nominees must be a Medical School, Hospital, or Ambulatory Care Unit staff employee with a primary appointment in the Department of Internal Medicine for at least two years. Nominations are submitted by the employee's supervisor or colleagues based on demonstrated excellence in work performance, leadership, customer service, and process improvement.

SERVICE EXCELLENCE GUIDING PRINCIPLES

- ◆ Demonstrate respect for others and hold them accountable for demonstrating the same.
- ◆ Provide excellent service to the people with whom I interact on a daily basis.
- ◆ Make all interactions positive and professional.
- ◆ Show empathy towards others.
- ◆ Actively engage in discussions and in resolving issues.
- ◆ Identify opportunities for improvement and recommend solutions.
- ◆ Practice active listening, setting aside distractions to focus on the person and issue at hand.
- ◆ Demonstrate integrity in all I do.

Milestone Anniversary Award

The Department of Internal Medicine Milestone Anniversary Award recognizes a faculty or staff member's years of service, dedication, and loyalty. This year, the awards are presented to all those who held a milestone anniversary in calendar year 2015.

Program

Welcome & Milestone Awards

John M. Carethers, MD, John G. Searle Professor of Internal Medicine and
Chair, Department of Internal Medicine

Staff Awards for Excellence

Musty Hahhab, Chief Administrator Officer, Department of Internal Medicine

ADMINISTRATIVE / TEACHING AWARD

Jeni Chapman, Division of Nephrology

Delores Mortimer, Division of Gastroenterology

Heather Refalo, Division of Gastroenterology

Debra Ventura, Chair's Office

CLINICAL SUPPORT AWARD

Susan Olsson, Division of Rheumatology

Nancy Polmear-Swendris, Division of Allergy and Immunology

Lisa White, Divisions of Gastroenterology and Infectious Diseases

RESEARCH AWARD

Colleen Harvey, Division of Hematology/Oncology

Carole Ramm, Division of Metabolism, Endocrinology and Diabetes

Kerry Ryan, Center for Bioethics and Social Sciences in Medicine

Concluding Remarks

Musty Hahhab, Chief Administrator Officer, Department of Internal Medicine

Administrative Award



Jeni Chapman

Jeni Chapman

Administrative Specialist, Division of Nephrology

Jeni Chapman began working at the University of Michigan Health System in 2005 with the Department of Obstetrics and Gynecology. Today, Jeni works in the Division of Nephrology as an administrative specialist.

When asked why she likes to work here, Jeni stated, "I like the challenge that happens and the people that I meet. Being able to assist so that the job/goal gets done, especially the challenging ones! And, I also greatly love the support from my colleagues."

Jeni is married and has two children. She describes herself as dedicated and enjoys traveling and spending time with her family.

"Jeni is an integral part of our team and has a proven track record for exemplary work performance. One of her greatest strengths is the fact that she constantly anticipates work that needs to be done and completes the task in the most efficient manner. Jeni makes a difference in the lives of others by displaying a positive outlook and strong compassion. No matter what she has on her plate, Jeni is constantly smiling and is never in a bad mood."

-Heather Ascani, Research Supervisor, Division of Nephrology; Celine Berthier, PhD, Assistant Research Scientist, Division of Nephrology; Sean Eddy, Applications Programmer/Analyst, Division of Nephrology; Felix Eichinger, MS, Research Lab Specialist, Division of Nephrology; Wenjun Ju, PhD, MS, Associate Research Scientist, Division of Nephrology; Matthias Kretzler, MD, Warner-Lambert/Parke-Davis Professor, Division of Nephrology and Research Professor, Computational Medicine and Bioinformatics; Viji Nair, MS, Research Lab Specialist, Division of Nephrology; Michelle Smith, Research Lab Specialist, Division of Nephrology

Administrative Award



Delores Mortimer

Delores Mortimer

Administrative Assistant, Division of Gastroenterology

Delores Mortimer began her career at the University of Michigan at the Rackham School of Graduate Studies in 1990. Today she is an administrative assistant for the Division of Gastroenterology.

When asked why she likes to work here, Delores stated, "The opportunity to learn, stretch my abilities, support the increase of knowledge by faculty, assist patients and their families, and devise effective methods to use technology to work smarter."

Delores has one daughter and she describes herself first and foremost as fun and then creative, sincere, reliable, honest, practical, intuitive, and dependable. Delores loves finding ways to link education to learning and training. She realizes that change is constant in everyone's personal and professional lives and believes that there is a great need to learn new things regardless of one's age or position in an organization.

"Delores has been a wonderful and a positive role model for other administrative assistants. What I am most impressed about Delores is that she learns new things and sees how she could incorporate the new ideas in the division that could be useful for others. She is a great organizer and acts as the perfect host in the Division. Delores is very dedicated, helpful, innovative, and selfless, characteristics that make her the ideal person to receive this wonderful award."

-Hari Conjeevaram, MD, Professor, Division of Gastroenterology, Department of Internal Medicine

Administrative Award



Heather Refalo with husband Kevin and son Owen

Heather Refalo

Administrative Specialist, Division of Gastroenterology

Heather Refalo began working at the University of Michigan Health System as a work-study student in 2005 for the Division of Gastroenterology. After graduating in 2006, the division hired her and today she works as an administrative specialist working on data collection, process improvement, and special projects.

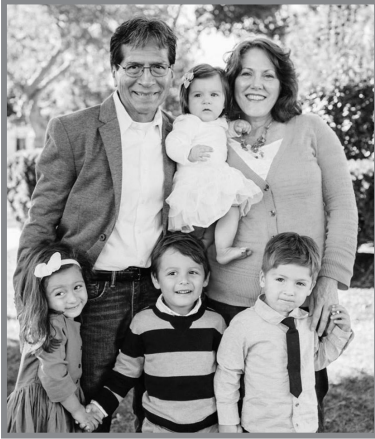
When asked why she likes to work here, Heather stated, "I love working in the Division of Gastroenterology because it gives me the opportunity to solve complex problems and improve our administrative workflow. I know that the less time our faculty and staff have to spend on administrative issues, the more time they can spend focusing on taking care of our patients."

Heather and her husband, Kevin, have a 10 month old son, Owen, and a dog named Gus. She describes herself as a problem solver, detail-oriented, empathetic, and a proud mother. Heather enjoys learning about other cultures, people, and places. She enjoys traveling with her family, learning new languages, reading books with her son, and going on hikes with her dog.

"Heather is a very bright, innovative member of the GI and Hepatology administrative team. She has the highest integrity and respect for herself and others. She is a wonderful example of a quiet, thoughtful, very intelligent and well balanced individual who helps make the University of Michigan such a pleasant and impressive organization."

-Jeffrey Holden, Administrator, Division of Gastroenterology, Department of Internal Medicine

Administrative Award



Debra Ventura with husband, Augusto, and her four grandchildren (from left to right) Sophia, Lucas, Joshua, and Clara (in Debra's arms)

Debra Ventura

Administrative Specialist, Chair's Office

Debra Ventura began working at the University of Michigan Health System in 1998 at the Cancer Center as an administrative specialist to the director of the bone marrow transplantation program. Currently she supports Dr. Carethers, Chair of the Department of Internal Medicine. In addition, Debra oversees many special projects out of the Chairs office.

When asked why she likes to work here, Debra stated, "I love working in such an exciting, fast paced environment! I come to work every day thinking about the discoveries that will be made and the patients that will be healed! Working in the diverse community of students, faculty and patients is also extremely rewarding!"

Debra is married to her husband Augusto of almost 41 years and they have four children and four grandchildren. She describes herself as a passionate human being. She loves life and cherishes her faith. In addition Debra enjoys to cook, bake, sew, and make quilts.

"Debbie's commitment to our Chairman and Department are above reproach. She steadfastly provides whatever administrative needs our Chairman has and executes the related tasks, projects, responsibilities with care, efficiency and accuracy. Debbie's ability to handle a large project volume is impressive and she compassionately shares her knowledge and teaches others in a way that allows them to learn in whatever way best meets their needs."

- Jolena Nollar, Director of Administrative Operations, Department of Internal Medicine

Clinical Support Award



Susan Olsson

Susan Olsson

Nurse, Division of Rheumatology

Susan Olsson started working at the University of Michigan Health System in 1982 at the Adult Psychiatric Hospital. Since that time, Susan has also worked at the Child and Adolescent Psychiatric Unit, Neuro-ICU, Occupational Health Clinic, and Infectious Disease Clinic. Today, she is a nurse in the Rheumatology Clinic.

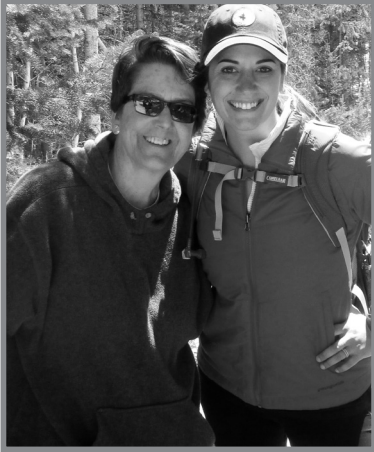
When asked why she likes to work here, Susan stated, "I love to work at the University of Michigan and am proud to be a part of such a stimulating environment. The opportunities to learn and contribute in a meaningful way are unlimited. I am awed by the number of truly brilliant people who work here and devote their lives to treating patients, advancing research, and innovating and educating the next generation."

Susan has two children, Anna and Mimi, who are college students and describes herself as empathetic, friendly, helpful, and funny. At work Susan enjoys fixing things whether it is solving a work-flow problem, getting medications for a patient, or just being supportive of a patient and listening to their story. Outside of work, you can find Susan cooking, making cards, and spending time with her family.

"Susan recognizes patients, referring physicians, and our providers as her customers and gives excellent and efficient service to all. She is recognized by faculty and her co-workers for her efficiency and commitment to excellence. Susan seems to intuitively know what needs to be done to facilitate change and easily engages others in the process."

-David Fox, MD, Chief, Division of Rheumatology, Department of Internal Medicine; Janet Stevens, Administrator, Division of Rheumatology, Department of Internal Medicine

Clinical Support Award



Nancy Polmear Swendris with her daughter

Nancy Polmear-Swendris

Program Coordinator, Division of Allergy and Immunology

Nancy Polmear-Swendris was thrilled to join the University of Michigan Health System in the 1970s as a nurse in the thoracic intensive care unit. In the late 1970s, Nancy transitioned to the allergy clinic within student health services. Since that time, she has been involved in the Division of Allergy in increasingly responsible and influential roles. Today, Nancy is the program coordinator for the University of Michigan Food Allergy Center at Dominos Farms.

When asked why she likes to work here, Nancy stated, "I love my work – for so many reasons - being a part of a committed team, the impact

potential that I might be able to have on a wide range of people and the community at large, and the relationships that I am able to develop. I am a blessed woman to be Nurse Nancy."

Nancy has been married to her husband Jim for nearly 40 years and they have two adult children. According to her family members and friends, she is best described as passionate, hard-working, hilarious, curious, nurturing, and kind-hearted. Nancy enjoys the outdoors and has been an active member of the Girl Scouts for over 40 years.

"Nancy is a vital member of our food allergy team. She provides excellent care coordination and food allergy education for our patients and has received numerous accolades from families and schools for her assistance in navigating life with food allergies. Nancy has worked tirelessly to provide support and resources for dealing with food allergies not only at the time of diagnosis but at each stage a family/patient may encounter as they navigate life with food allergies."

-Marc McMorris, MD, Associate Professor, Division of Allergy and Clinical Immunology, Department of Internal Medicine; Medical Director, Allergy Specialty and Food Allergy Clinic

Clinical Support Award



Lisa White

Lisa White

Call Center Supervisor, Divisions of Gastroenterology and Infectious Diseases

Lisa White began working at the University of Michigan Health System in 2002 as a patient service assistant for the Department of Internal Medicine. Today she works for the Divisions of Gastroenterology and Infectious Diseases as a call center supervisor.

When asked why she likes to work here, Lisa stated, "I enjoy working at the U of M for many reasons. However, first on my list would be the opportunity to help people. Second, is the way everyone works together to find ways to improve, streamline or just tweak processes to create a more efficient and welcoming work place."

Lisa is engaged to her fiancé John and has two children, Bronson and Vincent. She is also the proud grandmother of two grandsons. Lisa describes herself as trustworthy, giving, caring, helpful, and dedicated and loves to spend time with her family who are all very close.

"Lisa has worked every aspect of a call center and is able to be a hands on supervisor. She is committed to staff and leads by example. She is dedicated to helping her employees succeed by providing constant resources and classes. Lisa is an innovator and began using Lean in Daily Work initiatives to increase our service level. We look forward to Lisa's future growth and development."

-Jeffrey Holden, Administrator, Division of Gastroenterology, Department of Internal Medicine; Linda Viik, Ambulatory Care Manager;

Research Award



Colleen Harvey

Colleen Harvey

Research Process Coordinator, Division of Hematology/Oncology

Colleen Harvey began her career at the University of Michigan Health System in 2007 as a clinical subjects coordinator for the Cancer Center Clinical Trials Office. Currently she is a research process coordinator in the Division of Hematology/Oncology. In this role, Colleen prepares and negotiates budgets for clinical trials and works with faculty to get their studies up and running from a financial perspective.

When asked why she likes to work here, Colleen stated, "I am part of a wonderful team and we work very hard to serve our

faculty, and ultimately Cancer Center patients. Everyday I'm inspired by our faculty and how hard they all work toward bringing needed agents and trials to the University of Michigan."

Colleen is married and has a six year old son and two very large dogs. She describes herself as hardworking, honest, and eager to learn. Colleen loves to spend time with her family and extended families. Aside from all this, she is currently pursuing her MBA.

"Colleen is recognized by our faculty and partners for her exemplary work performance. Her professionalism, willingness to help, and quality of product are second to none. Everything Colleen does is done with integrity, thoughtfulness, and humility. She models the behaviors that we value and encourage: hard work, dedication, integrity, and a collaborative approach."

-Mariella Wells, Research Process Manager, Division of Hematology/Oncology, Department of Internal Medicine

Research Award



Carole Ramm

Carole Ramm

Clinical Research Project Manager, Division of Metabolism, Endocrinology and Diabetes

Carole Ramm began working at the University of Michigan Health System after her family moved back to Michigan in 2007. As a new mother who was trying to find something that offered a good work-life balance, Carole accepted a part-time position as a clinical subjects coordinator in the Department of Internal Medicine. Today Carole is a clinical research project manager for the Comprehensive Endocrine Research Team, which includes a consortium of over 20 investigators.

When asked why she likes to work here, Carole stated, "There are many reasons I am grateful to work at UofM. I enjoy my work and love my team, so I genuinely look forward to coming in to work every day. On a personal level I appreciate the generous benefits we have such as health care and retirement. On a professional level I appreciate the wealth of expertise and resources available here. I have yet to find a test or activity that we were unable to accommodate for a clinical trial!"

Carole is married and has two daughters. She has many extended family members that live close by. Carole describes herself as meticulous, but also silly and she enjoys spending time with her family, traveling, and being near water - to boat or vacation by an ocean.

"Carole is the primary reason for the rapid growth and outstanding success of the Endocrine Oncology Clinical Research Program over the last 6 years. Her resilient work ethic, unwavering commitment to quality and compliance, and her unflappable focus on service to her coworkers have enabled us to make important discoveries and to advance the careers of junior staff and faculty quickly and effectively."

-Richard Auchus, MD, PhD, Professor, Division of Metabolism, Endocrinology and Diabetes, Department of Internal Medicine

Research Award



Kerry Ryan with her daughter Juno

Kerry Ryan

Research Associate, Center for Bioethics and Social Sciences in Medicine

Kerry Ryan began her career at the University of Michigan in 2008 as an academic advisor for the Comprehensive Studies Program. In 2010 she moved to Germany for two years before returning to Ann Arbor. In 2010 she accepted her current position of research associate at the Center for Behavioral and Decision Sciences in Medicine (now the Center for Bioethics and Social Sciences in Medicine). In addition she also assists the center with public relations and event planning.

When asked why she likes to work here, Kerry stated, "Our center has great collegiality and I have great working relationships with both faculty and fellow staff. I get a lot of leeway to set my own time line and priorities. I also get to do a wide variety of types of work, including quantitative & qualitative analysis, article and grant writing, event coordinating, social media and website updates, planning/developing measures (surveys, democratic deliberations). Faculty at my center value the intellectual input of our research staff and give us opportunities to grow and shine."

Kerry is married and has a 11 year old daughter, Juno. She describes herself as a perfectionist, thorough, responsible, and loyal and enjoys to travel and spend time with her family.

"Kerry is an enormous asset to the three research teams she works with. She is extremely independent, efficient and performs at the highest level on tasks assigned to her. Kerry has great humility and therefore would be the last person to call herself a leader, but she is a leader in the truest sense; she leads by example and is committed to the success of her investigators and fellow research team members."

-Valerie Kahn, Research Area Specialist, Division of General Medicine, Department of Internal Medicine

2015

Staff Award for Excellence Winners



Front row, from left: Donna Boyer, Karen Sabit, Lisa Sylvest, Marilyn Duron, Valerie Kahn, Joann Sherman, Musty Habhab.
Back row, front left: Echo Reed, Marc Uelmen, John Carethers, Knoll Larkin, Chrysta Lienczewski, Madhusudan Venkatareddy

2015 ADMINISTRATIVE / TEACHING AWARD

Donna Boyer—Division of Pulmonary and Critical Care Medicine

Marilyn Duron—Division of General Medicine

Echo Reed—Division of Allergy and Immunology

Joann Sherman—Division of Hematology/Oncology

2015 CLINICAL SUPPORT AWARD

Karen Sabit—Division of Nephrology

Lisa Sylvest—Division of Gastroenterology

Marc Uelmen—Division of Cardiovascular Medicine

2015 RESEARCH AWARD

Valerie Kahn—Division of General Medicine

Knoll Larkin—Division of General Medicine

Chrysta Lienczewski—Division of Nephrology

Madhusudan Venkatareddy—Division of Nephrology

Milestone Anniversaries

40 years

Karri Looker
Michael Shea, MD

35 years

Ariel Barkan, MD
Cyril Grum, MD
Kimberly Hickey
Mark McQuillan, MD
Max Wicha, MD
John Wiley, MD

30 years

Paula Bockenstedt, MD
Reynetta Fath
Jeanette Figurel
Brant Fries, PhD
David Fox, MD
Mark Kaminski, MD
Maureen Legendre
Laurence McMahon Jr., MD, MPH
Annette Murphy
Georgiana Sanders, MD

25 years

Doug Arenberg, MD
William Armstrong, MD
Marilyn Bartow
Roel Beltram
Steven Bernstein, MD, MPH
William Chey, MD
Denise Cornish-Zirker
Carrie Covington
Jeffrey Curtis, MD
Veronica Downer
Claire Duvernoy, MD
Peggy Engel
Christine Ferriter
Mary Freer
Andrzej Galecki, MD, PhD
Lois Gallo-Krupa

Susan Goold, MD, MHSA, MA
Elaine Grech
Jane Green
Susan Holzhueter
Sha Huang
Craig Jaffe, MD
Laura Kaufman
Tammy Keyes
Lisa McCloskey
Catherine Meldrum
Allyson Navyac
Tina Phillips
Cynthia Plunkett
Stacey Rall
Paul Rysso
Patricia Urban

20 years

Donna Alexander
Dianne Atkins
Patricia Baker
Linda Balogh, MD
David Barsch
Susan Blaisdell
Marty Brown
Charles Casper
Kathleen Coudriet
Janet Cooke
Lorie Crimmins
John Crump, MD
Sharlene Day, MD
Matthew DiMagno, MD
Monica DiMagno, MD
Aiman Farhoud
Eric Fearon, MD, PhD
Jamie Frey
Stephanie Gatica
Julie Hanley
William Herman, MD, MPH
Charles Hobkirk
Ginger Holloway

Elizabeth Holt
Andrea Jones
Brenda Lochinski
Thuy LeDesai, MD
Anna Lok, MD
Maria Mao
Benjamin Margolis, MD
Brahmajee Nallamotheu, MD, MPH
Brian Nao, MD
Deborah Oberdoerster, MD
Carolyn Palka
Hwei-Ming Peng, PhD
Linda Perry
Grace Su, MD
Kathryn Uhler
Barbara Watson
Eric White, MD
Jocelyn Wiggins, MD

15 years

Iyabode Ajayi
Sandra Amrhein
Erica Ashe
Stacy Ashley
Martin Bocks, MD
Donna Boyer
Demetria Bronaugh
Elena Bule
Donna Cash
Jenny Cosme
David DeGuzman, MD
Christy Desselles
Tina Dillard
Mark Ealovega, MD
Tammy Ellies
Nicole Falkowski
Ying Feng, PhD
Tejal Gandhi, MD

Milestone Anniversaries

15 years

Steven Gay, MD
Linda Gee
Chiao Guo
Rosemarie Guthre
Theresa Han-Markey
Sherry Hooker-Rogers
Linda Houghton
Patrick Keeney
Christine Kelley
Sheryl Korsnes
Ann Kosky
Tevy Ky
Tameka Lewis
Song Ling, PhD
Dustin Lozinski
Alecia Mabry
Sarah Meyers
Silas Norman, MD
Kelly Oberhelman
Susan Patrell
Mary Payne
Barbara Pietila
Denise Poirier
Jonathan Segal, MD
Philip Schoenfeld, MD
David Schmidt
Amanda Sikorski
Sherry Taylor
Stephanie Tseng-Rogenski, PhD
Brenda Thomas
Nicole Weasel
Martha Weintraub
Sara Whisenant
Julie Wietzke
Kun Yang
Shi-Yi Zhou, MD, PhD

10 years

Jessica Adams
Deanna Allen
Dawn Ambis
Amanda Bielec
Greta Branford, MD
Rodica Busui, MD, PhD
Emily Brown
Kevin Chan, MD
Jeni Chapman
Yuqing Chen, MD, PhD
Charles Church
Kirt Corkins
Margaret Crowley-Winiarski
Thomas Crawford, MD
Michelle Diehl
Carol Dunlap
Luke Edwards
Heather Fox
James Froehlich, MD, MPH
Michael Fuller
Puneet Garg, MD
Jill Gibbons
Stefanie Goodell
Gintautas Grabauskas, PhD
Michael Greene, PhD, MPH
Linda Gretka
Guadalupe Guerrero-Serna
Hitinder Gurm, MBBS
Georgia Hazlett
Valerie Helmer
Tina Hill
Israel Hodish, MD, PhD
Christine Holland, MD
Patrick Hu, MD, PhD
Jenifer Jones
Mark Kaplan, MD

Robert Kelly
Maria Kirk
Faye Knedgen
Melissa Kovach, MD
Matthias Kretzler, MD
Richard Kwon, MD
Jennifer Lacolla
Renee Lamb
Daniel Lawrence, PhD
Rachel Lentner
Becky Mammel
Donna McEachern
Robert McGranahan
Lina Nahlawi
Martha Norris
Janice Norville
Moira Payne
Christine Persson, MD
Kristine Phillips, MD
Renee Raub
Heidi Reichert
Elena Schiopu, MD
Pratima Sharma, MD
Maggie Shaw
David Stephenson, MD
David Stutz, MD
Enming Su, PhD
Kristina Szafara
Susan Taber
Anca Tilea
Laura Tselios
Eileen Whiteman
June Wilson
Jennifer Vredevel, MD